You Set Our Standards!

SUPERIOR COURT OF CALIFORNIA - COUNTY OF RIVERSIDE CUSTOMER SERVICE ACTION REPORT

Riverside County Superior Court receives more than 1,500 Customer Service comment cards annually. In addition, we provide staff training classes in an effort to improve customer service and access to the courts. The Court has implemented several procedural and facilities changes to better accommodate the needs of the public. Below is a list of completed and pending items based on comments from the public. Thanks for your input!

Thanks for your input!																		
ACTION TAKEN	BRIN	MC BLYT	.k cord	NA HEME	, i millio	MIDF	SO MIRR	JETA RIV.	RPEALS RIV.	in Ru	RIMITAL	RMLY RIV.F	50 RIV.)	JR ^H RIM. S	JUENILE RIV. P.	RETRIAL RIV. P	ROBATE	cint /
Added signs for clarification	X	Χ	X	Р	X	X	X	N/A	X	Р	Р	X	N/A	X	Р	N/A	Р	
Added/modified public/atty express window	X	Χ	N/A	Χ	Х	N/A	Х	N/A	X	Х	N/A	N/A	N/A	N/A	N/A	N/A	Р	
Additional staff at Jury room	N/A	Χ	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Additional staff at public windows	Х	Р	N/A	Χ	Х	N/A	X	N/A	X	Х	N/A	N/A	N/A	N/A	N/A	N/A	Р	
Additional staff in lobby to direct customers	N/A	N/A	N/A	N/A	Х	N/A	Р	N/A	N/A	Р	N/A	N/A	N/A	N/A	N/A	N/A	Χ	
Additional staff members/supervisor	Р	N/A	N/A	Р	X	N/A	X	N/A	N/A	Х	X	N/A	N/A	X	N/A	N/A	X	
Alphabetized attorney pick up bin	X	Χ	N/A	Χ	Х	N/A	Х	N/A	Χ	Р	X	N/A	N/A	N/A	N/A	N/A	X	
Appointments for exhibits	N/A	N/A	N/A	N/A	X	N/A	X	Р	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Assist with marriage/notary licenses	N/A	Χ	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Assign numbers as customers come-in	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Bail quote modification	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	X	<u> </u>
ACTION TAKEN	BARRY	ing stri	ik cord		, wor	MIDE	50 MIRE	ALL PAIN	PAFENTS BIN	in su	RIMINAL PIV. F	AMILY RIV.F	50 _{211.1}	JR ^d RIV.	JUENILE RIV. P.	RETRIAL RIV.P	ROBATE	SILL
Bi-Lingual clerk added	Р	Р	N/A	Χ	X	X	X	N/A	N/A	X	Х	Х	N/A	Х	N/A	N/A	Р	
Brochure holders installed	X	Χ	N/A	Χ	Х	Р	Х	N/A	Χ	Х	X	Χ	N/A	Х	P	N/A	X	
Building address visibility	X	Χ	Р	Χ	Х	Р	Х	N/A	N/A	Х	Х	Χ	N/A	N/A	Р	N/A	Χ	
Calendar changes to reduce waiting	X	N/A	N/A	Х	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	
Changing table in women's restroom	N/A	N/A	N/A	Χ	N/A	N/A	Р	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	Р	
Clerk's customer service mission statement	Р	N/A	Р	P	N/A	Х	Х	N/A	N/A	P	N/A	Χ	N/A	N/A	N/A	N/A	Х	
Community Outreach involvement	Р	Χ	N/A	Р	Х	X	Х	N/A	N/A	N/A	N/A	Χ	N/A	N/A	Р	N/A	Р	
Connect rare nationalities to their Embassy	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Counsel employee-neg. customer comments	X	Χ	N/A	Χ	Х	X	Х	Х	Х	Х	Х	Χ	N/A	Х	Р	Х	X	
Counter/Phone back-up assignments	X	Χ	Х	Х	Х	Х	Х	N/A	N/A	Х	N/A	Χ	N/A	Х	N/A	N/A	Х	
Court hours 10 - 6, Monday - Saturday	P	N/A	N/A	P	N/A	N/A	Р	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Р	
Cross Train clerk to assist at all windows	Р	Χ	N/A	P	Х	Х	Х	N/A	N/A	P	N/A	Χ	N/A	N/A	N/A	N/A	Р	
Customer Service class attendance	Х	Χ	N/A	Χ	Х	X	X	X	X	P	X	Χ	N/A	Х	N/A	X	Х	
Customer Survey Cards in Spanish	Р	N/A	N/A	P	N/A	Р	Р	N/A	N/A	P	N/A	P	N/A	N/A	N/A	N/A	Р	
Developed network to ensure same processing	X	P	Р	X	P	Х	Р	N/A	N/A	Р	Р	Х	N/A	X	N/A	N/A	Р	
Disability access - automate public doors	P	P	N/A	P	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	
Discussion of customer surveys at staff meetings	X	Х	X	X	X	X	X	X	X	X	X	X	N/A	X	Р	X	X	
Door opening "warning" safety precaution	Р	N/A	N/A	N/A	N/A	P	Р	N/A	Х	Х	N/A	Р	N/A	N/A	N/A	N/A	Р	
Drop box for after hour use	Р	Х	N/A	X	Х	N/A	Х	N/A	N/A	P	Х	N/A	N/A	X	N/A	N/A	Х	
Drop box supplies be maintained	X	X	N/A	X	Х	N/A	X	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	Х	
Extended FLAC availability	N/A	N/A	N/A	Р	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Facility modifications	P	P	Р	P	P	P	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	P	ı

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ACTION TAKEN	SA PAT	inc elyth	ik cokc	NA HEME	, IMDIC	, MD	50 MIR	RIETA . F	PREALS NO.	jyll (RIMINAL RIV.F	AMILY RIVE	eo RM.	JIR ^d	JUENIE RU. R	RETRIAL RIV.	ROBATE	JUP /
	BAT	817	COL	HEW.	^I MD,	MIC	null .	514.	51/1.	514.	δZ_{M} .	51/1.	514.	514.	514.	514.	LEW.	
FLAC/Mediation reception person	X	N/A	N/A	P	X	X	X	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	
FSD - Add ATM machines	N/A	N/A	N/A	N/A	N/A	Х	Х	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	Р	
Formed/Participated in Jury Improvement Committee	N/A	N/A	N/A	N/A	X	N/A	Х	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	
Handicap parking	P	X	N/A	X	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	
Install secured comment boxes	Р	Х	Р	Х	Х	X	Х	N/A	Р	Р	P	X	X	Р	N/A	Р	Х	
Installed 800 # jury emergency phone line	N/A	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Installed juror microwave oven	N/A	Х	Р	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Installed TDD phone line	N/A	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	Х	
Installed juror toll free fax, gen. Information #	N/A	Х	N/A	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Installed juror room TV	N/A	Х	N/A	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Installed juror vending machines	N/A	Х	Х	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Intercom announcements	N/A	Х	N/A	Х	Х	N/A	Х	N/A	N/A	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	
Juror Deliberation room=coffee, cream, sugar	N/A	Х	Х	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Juror Entrance Only	N/A	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Juror Failure To Appear Program	N/A	N/A	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	
Juror check-in hours - a.m. & p.m. check-in	N/A	X	N/A	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Juror pamphlet and written instructions	N/A	Х	N/A	N/A	Х	N/A	Р	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	
Juror parking lot add/modify	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Juror room entertainment	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Juror room refrigerator installed	N/A	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	
Juror room - adequate seating	N/A	X	N/A	N/A	X	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Juror summons modification	N/A	Х	Х	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	Х	N/A	N/A	N/A	N/A	
Juror summons modification add dress code	N/A	Р	Х	N/A	Р	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Jury Custormer Service Cards - specific	N/A	Х	Х	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	
Jury room vending machine - stock often	N/A	Х	Х	N/A	Х	N/A	Х	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
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		<u></u>		_	•		_	AP.	OEALS		MINAL			4	EMILE	TRIAL	SPATE	J. 7.
ACTION TAKEN		in ^C		FVA (C	<u>.</u>		80 (ZIETA .	PREMS	juli (RIMINAL			urd ,	JVENILE S	RETRIAL	ROBATE	jur /
ACTION TAKEN	aguri	ing of the	ik joko	hua ifak	, with) _{MD} F	50 NIP	RIETA ON.	PPERIS	July Old C	RIMINAL ON F			JURY ON.	JUENILE	RETRIAL ON .	ROBATE	;ur /
	g _A m ^e	inc St.Y.	[™] CORC	hia hitak	Milic) NO	50 MIR	RIFT RIV.	PARENTS BIN.	ihir Kin	RIMINAL RIV.F	AMILY RIV.	eso RIV.	JUR ^A RIV.	JUENILE RIV. P.	RETRIAL RIV.	ROBATE	Jul /
Language Lines (telephonic)	X	X	X	X	X	N/A	X	ART R	RPEALS RAIN.	X Sty.	RIMINAL RIVE	AMILT RIVE	S ^Q RIV.	JUR ^X RIV.	DUENIE RIV. P	RETRIPLE RAIN.	Λ	jur /
Language Lines (telephonic) Name tags on windows	X	X N/A	X N/A	X	X N/A	N/A N/A	X P	REIN!	RPEALS RAIV. N/A N/A	Juli Ruli.	RIMITAL RIVE	RAMLY RAMLY N/A N/A	S ^D R/A N/A	RIVA.	RIV. P N/A	RETRIPET	X	
Language Lines (telephonic) Name tags on windows Numbered customer service windows	X X X	X N/A X	N/A N/A	X X X	X N/A N/A	N/A N/A N/A	P X	X N/A N/A	RPERIS RIVA N/A N/A	X P	RIMITAL RIVERSITY OF THE PROPERTY OF THE PROPE	RAMIT RAMIT N/A N/A N/A	N/A N/A N/A	X N/A N/A	P N/A N/A	RETRIPET	X N/A	jur /
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes	X X X	X N/A X X	X N/A N/A N/A	X X X	X N/A N/A X	N/A N/A N/A N/A	X P X X	ALETP RINGS	RPERIS RIV. N/A N/A N/A N/A	RIN.	RIMITAL RIVE	RIMIT RETURNS OF THE PROPERTY	N/A N/A N/A N/A	RIV.	P N/A N/A	RETRIPLE ROOM N/A N/A N/A N/A	X X N/A X	
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code	X X X X P	X N/A X X N/A	X N/A N/A N/A	X X X X	X N/A N/A X N/A	N/A N/A N/A N/A N/A	P X X X	AZIA	N/A N/A N/A N/A N/A N/A	And X	RIMIARIV QUV. N/A N/A N/A N/A	RANIT	N/A N/A N/A N/A N/A N/A	RANGE STATE OF THE	P N/A N/A N/A N/A	ALE STATE ST	X X N/A X P	
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code Posted fee schedules	X X X X P X	X N/A X X N/A X	X N/A N/A N/A N/A	X X X X P	X N/A N/A X N/A X	N/A N/A N/A N/A N/A N/A	X P X X X	X N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A	X X X X X N/A	RIMITAL RAME N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A	X N/A N/A X N/A N/A	N/A N/A N/A N/A N/A N/A	REPART N/A N/A N/A N/A N/A N/A N/A	X N/A X P	Jur /
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code Posted fee schedules Praise & recognition of staff for great service	X X X X P X X	X N/A X X N/A X	X N/A N/A N/A N/A N/A X	X X X X P P	X N/A N/A X N/A X	N/A N/A N/A N/A N/A N/A X	X P X X X X	XV N/A N/A N/A N/A N/A N/A X	N/A N/A N/A N/A N/A N/A N/A N/A X	X X X X X X N/A X	RIMPAPL RIMPAPL N/A N/A N/A N/A N/A N/A N/A X	N/A N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A N/A	XX N/A N/A X N/A N/A N/A X	P P N/A N/A N/A N/A P	REPART N/A N/A N/A N/A N/A N/A N/A N/A	X N/A X P X	Jur /
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code Posted fee schedules Praise & recognition of staff for great service Provide case print if receipt printer is down	X X X X P X X	X N/A X X N/A X X	X N/A N/A N/A N/A N/A X N/A	X X X X P P X	X N/A N/A X N/A X X	N/A N/A N/A N/A N/A N/A X	X P X X X X X	X N/A N/A N/A N/A N/A N/A N/A X X	N/A N/A N/A N/A N/A N/A N/A N/A N/A	X P X X X X X X X X X X X X X X X X X X	RIMITAL RIVERS OF THE PROPERTY	RAMIT RAMIN	N/A N/A N/A N/A N/A N/A N/A N/A N/A	X N/A N/A N/A X N/A N/A X X	P N/A	REFERENCE RAIN S RAIN S N/A N/A N/A N/A N/A N/A N/A N/	X N/A X P X X	Jul
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code Posted fee schedules Praise & recognition of staff for great service Provide case print if receipt printer is down Provide more information/phone numbers	X X X X X X X X X	X N/A X X N/A X X X N/A	X N/A N/A N/A N/A N/A X N/A N/A	X X X P P X X	X N/A N/A X N/A X X X N/A	N/A N/A N/A N/A N/A N/A X X	X P X X X X X X X X	AZU. N/A N/A N/A N/A N/A N/A N/A N/A X X	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	RAIL X P X X X X N/A X X X	RIMITAL QUY. QUY. N/A N/A N/A N/A N/A N/A N/A N/	N/A N/A N/A N/A N/A N/A N/A N/A X X	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	X N/A N/A N/A N/A N/A N/A N/A N/A	P P N/A N/A N/A N/A P P P	REFERING AND	X N/A X P X X X	,31º /
Language Lines (telephonic) Name tags on windows Numbered customer service windows Payment drop boxes Post dress code Posted fee schedules Praise & recognition of staff for great service Provide case print if receipt printer is down Provide more information/phone numbers Provide maps, payment envelopes, etc.	X X X X X X X X X X	X N/A X X N/A X X X X N/A N/A	X N/A N/A N/A N/A N/A X N/A N/A N/A	X X X X P P X X X X X X X	X N/A N/A X N/A X X X X N/A N/A	N/A N/A N/A N/A N/A N/A X X	X P X X X X X X X X X X X X X X X X X X	X N/A N/A N/A N/A N/A N/A X X X N/A	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	X P X X X X X X X X X X X X X X X X X X	RIMITAL QUV N/A N/A N/A N/A N/A N/A X X N/A N/A	22 ³ N/A N/A N/A N/A N/A N/A N/A	N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	X N/A N/A N/A N/A X N/A X N/A N/A	P N/A N/A N/A P P N/A N/A P N/A	RALE RAPA N/A N/A N/A N/A N/A N/A N/A	X N/A X P X X X X	Jur /
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